

Where do I turn in a piece of equipment that I no longer need or use?

You can bring the equipment directly to Prosthetics & Sensory Aids Department. For larger items call us to have them picked up from your home. Please do not take the equipment to the local vendor without informing VA.

Does any of my equipment require yearly maintenance?

Possibly. If you have been issued any of the following items VA will ask you to bring the item in yearly for routine maintenance and checks: IV pumps; feeding pumps; CPAP/BIPAP machines; suction machines; air compressors; and home respirators. Notify VA if you are having problems with these pieces of equipment at any time.

What if an item that I was issued through Prosthetics breaks or is no longer working?

Call Prosthetics & Sensory Aids Department to report the problem. The item will either be repaired or replaced.

Where can I get information about Prosthetic & Sensory Aids benefits?

You can call our office at (602) 222-6417.

Locations of Clinics in Arizona

Carl T. Hayden VA Medical Center

650 E. Indian School Road, Phoenix, AZ 85012-1892
(602) 277-5551

VA Medical Center, Northwest Extension Clinic

10147 W. Grand Ave., Sun City, AZ 85351-3014
(602) 222-2630

VA Medical Center Southeast Extension Clinic
6950 E. Williams Field Road, Bldg. 237, Mesa, AZ 85212-6033
(602) 222-6568

VA Medical Center Outpatient Clinic

Raymond W. Bliss Army Health Center
US Army Medical Department Activity
Fort Huachuca, AZ 85613-7040

Northern Arizona VA Health Care System

500 Highway 89N, Prescott, AZ 86313
(520) 445-4860

Southern Arizona VA Health Care System

3601 South 6th Avenue, Tucson, AZ 85723
(520) 445-4860

VA Medical Center Outpatient Clinic

US Army Health Clinic, Bldg 1220
Yuma Proving Grounds, Yuma, AZ 85365-9105
(520) 792-1450

VA Regional Office

3225 N. Central Avenue, Phoenix, AZ 85012
1-800-827-1000

Prosthetics & Sensory Aids Department

8 a.m. to 4:30 p.m.
Monday - Friday
602-222-6417

Carl T. Hayden VA Medical Center
650 E. Indian School Road
Phoenix, Arizona 85012-1892

Prosthetics & Sensory Aids Department



What are prosthetic appliances?

Prosthetic appliances are aids, appliances, parts, or accessories that are required to replace, support, or substitute for a deformed, weakened, or missing portion of the body. Examples of these items are: canes, walkers, wheelchairs, braces, artificial limbs, bathroom aids, beds, TENS units, glucometers and much more.

Who is eligible for services?

Any honorably discharged veteran who is receiving care through the Carl T. Hayden VA Medical Center, and Community-Based Clinics. Certain items such as eyeglasses and hearing aids have additional eligibility requirements. Some items require additional medical entitlement such as power mobility and shoes.

How do I get an item that I need?

Schedule an appointment with a VA health-care provider and have him or her evaluate your medical need for an appliance. If a medical need for an item is determined, your health care provider will write an order for the item and send it to the Prosthetics & Sensory Aids Department. Some items are provided directly from our existing stock, while others may have to be ordered. We may also need to send you to a local vendor who provides the item.

Where is Prosthetics & Sensory Aids Department located?

We are located in the basement of the Ambulatory Care Center.

Prosthetics & Sensory Aids Department

Serving Veterans Throughout Arizona

Are there other services provided by Prosthetics?

Yes.

Auto Adaptive Equipment may be supplied to veterans who are service-connected for the loss, or loss of use, of one or both feet or hands, or who have a service-connected Ankylosis of one or both knees, or of one or both hips and in receipt of the Auto Grant.

Clothing Allowance may be issued to veterans who have a service-connected injury causing the use of a device that tends to wear out clothing. This is paid in the Fall, one time a year.

Home Improvement & Structural Alterations (HISA) is a one-time grant for disabled veterans to provide access to their home and to essential lavatory facilities in the home. Upon review of medical records and approval by a committee, a veteran may receive up to \$4100 for a service-connected condition or up to \$1200 for a nonservice-connected condition.

Call Prosthetics to find out more about these services.

How much will these services cost me?

Service-connected veterans will receive services at no cost to them. Some nonservice-connected veterans are required to pay a co-pay for hospital visits based on their income levels. Please check with our eligibility office if you have any questions regarding this matter.

What do I do if there is a disaster and I can't get my supplies from Prosthetics?

Patients who have received the following equipment will be contacted by VA to check on their equipment: home respirators; IV pumps; feed pumps; CPAP/BIPAP machines; suction machines; and air compressors. If you are on home oxygen you should have a backup supply of oxygen to last you two days. The contracted vendor will contact you to ensure you have enough oxygen. Should you have a problem which requires immediate attention, please contact the nearest VA clinic in your area. In the event of an emergency, patients should call 911 or contact their local hospital. The VA will not be responsible for payment of emergency services obtained at other hospitals.

Who do I call if I have a complaint about services provided by Prosthetics or by the contracted vendor?

You may call the Chair, Prosthetics & Sensory Aids Department at (602) 222-6417 or the Patient Representative at (602) 277-5551 ext. 7394.